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Community and Residential Services Authority
Building Partnerships for Children and Families

Annual Report

FY 2003

(July 1, 2002 - June 30, 2003)

ILLINOIS
DEPOSITORY

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UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN

100 North First Street, W-101
Springfield, Illinois 62777-0001
217/782-2438
217/524-1529 (fax)



Community and Residential Services Authority

LETTER OF TRANSMITTAL

Governor Rod Blagojevich
Members of the General Assembly
State Agency Directors and
State Superintendent of Education
Springfield, Illinois

Dear Governor Blagojevich, Members of the General Assembly, Agency
Directors and Superintendent of Education:

On behalf of the membership of the Community and Residential Services Authority, I transmit herewith the Seventeenth Annual Report. I am pleased to present this summary of activities for Fiscal Year 2003 in accordance with the requirements as set forth in Ch. 122, Sec. 14-15.01 of the Illinois School Code.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read 'David Elder'.

David Elder
Chairperson



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LEGISLATIVE MEMBERS

Senator Dan Cronin

Senate Committee on Elementary &
Secondary Education

Mr. David Elder, Designee *

Senator Lisa Madigan

Senate Committee on Elementary &
Secondary Education

Vacant, Designee

Representative Renee Kosel

House Committee on Elementary &
Secondary Education

Ms. Kathleen Briseno *

Representative Calvin Giles

House Committee on Elementary &
Secondary Education

Vacant, Designee

STATE AGENCY DESIGNEES

Ms. Theresa Wyatt **

Illinois Department of Public Aid

Mr. Dwight Lambert *

Illinois Department of Children and Family
Services

Ms. Marjorie Olson

Illinois Department of Human Services
Division of Rehabilitation Services

Ms. Andrea Braggs

Illinois Department of Human Services
Division of Developmental Disabilities

Ms. LeAnn Miller

Illinois Department of Corrections

Mr. Alan Dietrich *

Illinois Department of Human Services
Division of Mental Health

Ms. Karen Steele

Illinois Attorney General's Office

Mr. James Gunnell *

Illinois State Board of Education

GOVERNOR'S APPOINTEES

Carol Wolfe

Gubernatorial Appointee

Vacant

Gubernatorial Appointee

Ms. Cynthia Yonan **

Gubernatorial Appointee

Ms. Evelyn Lush*

Gubernatorial Appointee

Mr. Ron Waldschmidt **

Gubernatorial Appointee

Mr. Merlin Lehman *

Gubernatorial Appointee

* Executive Committee

**Alternate to Executive Committee

EXECUTIVE SUMMARY

The Community and Residential Services Authority adopted a Statewide Service Plan in 1991. The Service Plan was updated in the fall of 2000. This planning exercise integrated their collective experience, creativity and problem-solving abilities. The product was a Statewide Plan that offered a mechanism that would make the Illinois human service system more efficient and helpful for children and families. A collective vision for Illinois had evolved from those discussions, a vision which could serve as the vanguard for the development of all future human service delivery in the state.

As an outgrowth of this vision, the CRSA Statewide Service Plan serves as a template for building service partnerships between families, communities and agencies through the development of Local Area Networks (LANs). LANs are made up of diverse community membership and are guided by common goals and service principles. The Plan calls for a family-focused, child-centered and community-based service system with improved coordination and communication at all levels.

The Authority's vision and corresponding Service Plan has taken root and is impacting upon the way we deliver services to children and families statewide. The implementation of LANs has offered a statewide forum to address the multiple needs of children and families within communities. The availability of Flex Funds by multiple agencies for the fourth year continues to solidify the state-level commitment to LANs and the Wraparound process. The Department of Child and Family Services has committed to using LANs and the Wraparound process as its primary system for preventing the unnecessary extrusion of youth from communities and the forum for planning the reintegration of youth placed out-of-community. All of the involved agencies have seen decreases in the number of children and adolescents placed in expensive out-of-community service options with the maturing of LANs.

The Authority has a responsibility to actively support all initiatives that are consistent with its mission, vision and Statewide Service Plan. Collaborative community-based initiatives face foreseeable barriers. The planners and providers in service network areas are challenged by a changing public human service system. The system faces diminishing resources and the pressing demand of increased numbers of children and families requiring more comprehensive, collaborative and holistic services. Local organizations will need to weigh local needs and circumstances to determine how best to invest collective services and human resources. A major hurdle for these efforts is the time-consuming process and intensive work of collaborative decision-making. The Authority pledges to again bring forward those difficult issues that are seen as barriers to collaboration and foster an interactive, inclusive and meaningful process for resolving these barriers. The Authority will undertake to update the Statewide Service Plan to address as many of these issues as possible in the coming years.

HISTORY

Children who experience behavior disorders or severe emotional disturbances have multiple and diverse service needs. Many of these children do not clearly fit the service eligibility criteria or funding streams of state and local public agencies. They are frequently underserved by the systems established to help them. This creates service disputes among agencies and between agencies and parents.

The Community and Residential Services Authority was established in 1985 by the Illinois General Assembly to resolve multiple-agency service disputes and to plan for a more responsive, efficient and coordinated system of services to address the needs of children with severe emotional disturbances/behavior disorders and their families. The Authority has 19 members: 9 representatives of child-serving state agencies and the State Board of Education, six public and private sector gubernatorial appointees and four members of the General Assembly or their designees. The Authority employs an Executive Secretary who operates with the assistance of three professional staff and an office manager to fulfill the Authority's statutory mandates.

FISCAL YEAR 2003 ACTIVITIES

The Authority held 12 meetings during the fiscal year that focused on promoting and implementing the concepts advanced in the CRSA Statewide Service Plan in addition to providing technical assistance and carrying out dispute resolution responsibilities.

GOAL I: Assist LANs in Becoming More Uniform and Efficient

OBJECTIVES

1. Promote the establishment of LANs as a legal entity
2. Establish adequate funding for LAN operations
3. Advocate for the establishment of a statewide organization of LANs
4. Identify and develop data that supports LAN development and activity

ACTIVITIES

1. (a) Draft legislation creating LANs
 - Specify membership and participants
 - Identify roles and responsibilities(b) Identify potential support and distribute legislative draft for review and input
 - IMT
 - LANs
 - Executive agencies
 - Selected legislative members
2. Address resource needs and funding method within the legislative draft
3. Identify key LAN leaders and present a proposal to promote the creation of a LAN Association

4. Compile data relevant to the effectiveness of and need for LANs

GOAL II: Implement the CRSA Service Plan

OBJECTIVES

1. Develop a broad-based constituency that supports LANs
2. Work with this constituency to clearly define the role of LANs
3. Define the purposes and functions of LANs

ACTIVITIES

1.
 - (a) Finalize the Service Plan Revisions
 - (b) Incorporate local capacity building, control and responsibility for the population within the Plan
 - (c) Distribute the Service Plan to LANs for reaction and input regarding implementation
 - (d) Identify agencies and organizations who support or do not support the Plan
 - (e) Work through a coalition of those who support the Plan to develop implementation strategies
2.
 - (a) Regular attendance and participation in the IMT
 - (b) Explain the CRSA Service Plan to the IMT

GOAL III: Market CRSA

OBJECTIVES

1. Expand the number of legislators who are knowledgeable about CRSA
2. Increase education efforts with the general public regarding CRSA services
3. Develop contacts and expand dialogue with the newly elected Executive Branch

ACTIVITIES

1.
 - (a) Develop information packets specifically for members of the General Assembly
 - (b) Identify referral information by legislative district to include with information packets
 - (c) Staff and Authority members meet with home district legislators twice a year
 - (d) Staff and Authority members meet with selected legislative leaders quarterly
2. Develop information items for distribution to specific groups and the general public:
 - Executive agencies
 - Schools
 - Community not-for-profit agencies
 - Professional associations
 - Press/newspaper
3.
 - (a) Identify, provide information and meet with representatives of the Ryan Administration
 - (b) Develop case referral and follow-up process to the Governors Office

4. Assure that all presentations provided and materials distributed are consistently formatted, understandable, and engaging to diverse audiences
5. Publish Newsletter on quarterly schedule
6. Develop a CRSA website

GOAL IV: Promote Prevention Services

OBJECTIVES

1. Raise community awareness of successful prevention programs
2. Enhance the quality of prevention programs
3. Encourage development of outcome based prevention services

ACTIVITIES

1. Identify and collect information about effective prevention programs for the purpose of distribution to clients, LANs and the general public
2. Develop prevention principles that includes reflecting the values of empowerment, inclusion, quality of life that addresses interests and concerns expressed by youth, families and the communities
3. Approach DHS Office of Community Health and Prevention regarding membership on its Prevention Partnership Advisory Council
4. Participate in prevention program development committees of DHS

GOAL V: Improve the Effectiveness and Efficiency of CRSA Service Delivery System

OBJECTIVES

1. Increase the CRSA staff
2. Equalize access to services throughout the State
3. Expedite decision making procedures in disputed cases

ACTIVITIES

1. (a) Develop a budget including two additional staff for inclusion in the FY 2003 appropriation request
(b) Inform legislators of the need for additional funding
2. Continue to track service to geographic regions and deploy staff accordingly as resources permit
3. Review and revise the Dispute Resolution Process to minimize time to address cases

ADMINISTRATION OF DISPUTE RESOLUTION

The Authority was given a statutory mandate to "develop a process for making determinations in situations where there is a dispute relative to placements of individuals or funding of services for individual placements." A process was initiated in 1987 and remains in place. The Authority has

had more than 5,478 requests for help where children were in danger of falling through the cracks of the categorical service systems.

FY 03 Case Referrals

The Authority received and served 556 cases in FY 03. This represents a 1% percent increase in referrals from FY 02. Three new cases entered formal Dispute Resolution and two were carried over from the last fiscal year as unresolved. One case was successfully resolved at the Authority Hearing level. Three were resolved at the Authority Review level, one of which involved the use of the CRSA Resource Pool. One case remained at the Staff Review level at the end of the fiscal year.

The percentage of females as compared to males referred has increase slightly over the past few years and this trend continued in FY 03. The average age of children decreased slightly from 13.2 in FY 02 to 12.7 in FY 03. The most frequently referred age range was 14 to 17 year olds. There were no surprises with the data collected, and even changes were within expected ranges. A detailed description of technical assistance and dispute resolution activities and related data is provided in Appendix A.

Services provided most often do not go beyond information, referral and technical assistance. When additional services are required, the majority of these efforts are focused on developing collaborative multiple-agency efforts to provide services while minimizing service delivery barriers. This level of involvement is primarily addressed through Staff Review.

The typical case involves a 13-year old male who has special education, mental health and juvenile court needs and involvement. Technical assistance in the form of communication with involved agencies and referral to the responsible LAN for provision of services and follow up is all that is required to resolve the referents concerns.

We continue to expand our contact with individuals and providers at the community level through our involvement with LANs, technical assistance and resolution of individual service issues. We also continue to promote system reforms at the local and state levels as outlined in the CRSA Service Plan. Systems change is a dynamic process. As such, CRSA continuously adapts and refines its process in response to identified changes in client needs and changing service environments at the community and state levels.

SERVICE OUTCOME SURVEY

A consumer service outcome survey was initiated in 1992. The service outcome survey is a questionnaire consisting of three simple questions scored on a one to five scale. Responses indicate the levels of satisfaction with a) the promptness with which issues were addressed, b) the level of respect given referents by staff handling the case, and c) the quality and usefulness of assistance provided. Results have consistently reflected high levels of satisfaction with case intervention. Refer to Appendix B for additional information including survey data and analysis. A long-term service outcome survey will be formalized and implemented during the coming fiscal year.

FY 03 ACTIVITIES

The Authority continued to advance the goal of interagency collaborative efforts during FY 03 by engaging in the following activities:

- Maintenance of the multiple-agency resource pool to co-manage the funding of children who fall between the cracks of agency jurisdictions.
- Meetings to increase communications with directors of member agencies on the Authority, the State Superintendent of Education, and legislators regarding the Authority's activities.
- Inservice and informational activities at the state, regional and local levels regarding the CRSA Mission, Service Plan, Vision and Dispute Resolution.
- Participation in the LANs Interagency Management Team.
- Maintenance of a liaison relationship to the Illinois State Advisory Council on the Education of Students with Disabilities.
- Technical assistance to local, county and state agencies regarding the development of interagency services, community-based interagency staffing teams and networking for the development of multiple-agency service plans and case management to facilitate provision of appropriate services to children and families and to reduce the number of local disputes.
- Active participation in a facilitation role on the Interagency Agreement Workgroup. This group forged an interagency agreement between the Illinois State Board of Education and the Illinois Department of Human Services required by federal law under IDEA.

SUMMARY OF EXPENDITURES

The Authority received an appropriation of as a separate line item within the State Board of Education's budget for Fiscal Year 2003. Expenses incurred during the fiscal year were:

PERSONNEL SERVICES (salary and benefits of four professional and one clerical staff)	\$ 412,360.09
TRAVEL (staff)	\$ 24,507.99
CONTRACTUAL SERVICES (includes reimbursement of expenses incurred by the membership, meeting expenses and office space rental)	\$ 41,986.58
COMMODITIES	\$ 983.16
<i>Total Expenditure</i>	\$ 479,837.82
<i>Exceeded Funds</i>	\$ (7,137.82)
<i>FY 03 Appropriation</i>	\$ 472,700.00

Expenditures do not reflect in-kind contributions of administrative and clerical support or telecommunication, data processing and printing provided by the State Board of Education, or Department of Children and Family Services. Nine Authority members are reimbursed for expenses while conducting CRSA business, with the remaining nine members' expenses (time, travel, etc.) being absorbed by their respective agencies. (Appendix C) provides a detailed expenditure statement and estimated in-kind expenses.)

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